NORTEL NETWORKS

Nortel Networks ipView Software Wallboard 2.0 Set Up and Operation Guide

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How to use this guide 1

Introduction

This guide is designed to assist a System Manager in the installation, set up and operation of Nortel Networks *ip***View** Software Wallboards.

Use this guide as an ongoing reference. This chapter tells you what to expect as you read this guide and how information in this guide is presented.

How this guide is organized

The *Nortel Networks ip**View** Software Wallboard 2.0 Set Up and Operation Guide* is organized according to the following chapters:

How to use this guide — provides a brief overview identifying the organization of this guide.

System Overview — describes the overall functionality of Nortel Networks *ip***View**, and describes the minimum PC and Operating System requirements of *ip***View**. It also describes the Operating System compatibility of *ip***View**.

Installing ipView — describes installation prerequisites and how to install the Nortel Networks *ip***View** software.

Using ipView — describes starting to use Nortel Networks *ip***View**, including starting and closing *ip***View**. This chapter also explains the different views within *ip***View**.

Configuring ipView — describes how to configure *ip***View** with your preferred operational settings.

System Overview 2

Introduction

Nortel Networks *ip***View** Software Wallboard is a Windows® software application that provides a software based IP enabled wallboard on the PC desktop of Call Center Agents.

Nortel Networks *ip***View** Software Wallboard is often referred to as the *ip***View** SoftBoard.

Overview

Call Center Statistics and Messages from the Nortel Networks Reporting for Call Center application are displayed in Real Time on the *ip***View** SoftBoard.

Audible Alerts can be associated with certain events, and histograms can be displayed to graphically show the changes in a particular Call Center parameter over a rolling period of 15 minutes.

The *ip***View** SoftBoard is completely compatible with the *ip***View** Hardware wallboard, and a mixture of *ip***View** hardware wallboards and *ip***View** SoftBoards can be configured within the Nortel Networks Call Center application.

Additionally, *ip***View** SoftBoards can relay their input to any number of other IP enabled wallboards, either *ip***View** hardware wallboards or *ip***View** SoftBoards.

!	On-Line Context-sensitive Help is available within *ip***View** by pressing the F1 key.

ipView Languages

Note that you can have the *ip***View** SoftBoard operating in UK English, US English, French, Canadian French, Spanish, Latin American Spanish, Italian, German, Dutch, Brazilian Portuguese, Danish, Norwegian or Swedish.

Furthermore, it does not have to operate in the same language as the Nortel Networks Reporting for Call Center. This allows you to install different language versions of the *ip***View** SoftBoard amongst your Call Center Agents.

For example, you may have your Nortel Networks Reporting for Call Center application operating in the French language, and have a mixture of English speaking and French speaking Agents.

You could install a mixture of *ip***View** SoftBoards, in English and French, amongst your Call Center Agents, as appropriate.

Nortel Networks Reporting for Call Center application will transmit the wallboard statistics in the appropriate language, for each *ip***View** SoftBoards.

PC requirements

Component	Specification
Platform	IBM™ Compatible PC
Microprocessor	Pentium 1 (or equivalent) minimum
Microprocessor speed	200MHz minimum
RAM	16Mb minimum
Free hard disk space	2Mb minimum
Network Interface	Network Interface Card
Network Protocol	TCP/IP protocol
Display Type	SVGA display
Display (Graphics) Card	SVGA graphics card

Operating System Compatibility

*ip***View** has been verified for correct operation on the following Operating Systems:

Operating System	Version
Windows 95	4.00.950 B
Windows 98	4.10.2222 A
Windows Millennium Edition	4.9.3000
Windows NT	4.00.1381
Windows 2000	5.00.2195
Windows XP Professional	Version 2002

Installing ipView 3

Installation of the ipView Software Wallboard

You can install the *ip***View** SoftBoard onto any PC Desktop that is connected via the network to the Nortel Networks Reporting for Call Center Master Client PC, with the TCP/IP protocol.

Note that you can have the *ip***View** SoftBoard operating in UK English, US English, French, Canadian French, Spanish, Latin American Spanish, Italian, German, Dutch, Brazilian Portuguese, Danish, Norwegian or Swedish.

It does not have to operate in the same language as the Nortel Networks Reporting for Call Center.

This allows you to install different language versions of the *ip***View** SoftBoard amongst your Call Center Agents.

To install the *ip***View** SoftBoard onto an Agent desktop, go to the Agent PC and perform the following steps.

Installing Nortel Networks ipView Software Wallboard

1. Exit any Windows programs that are running.

2. Start your internet Browser (such as Internet Explorer or Netscape), and use it to connect to Port 6800 on the Business Communications Manager. Do this by entering into the browser Address Bar the IP Address of the Business Communications Manager and the Port number, in the following format: http://10.10.10.1:6800. (Remember to substitute the IP Address of *your* Business Communications Manager for the 10.10.10.1 shown in the example above.)

3. **Nortel Networks Unified Manager** page will appear in the browser.

4. Click on the **Install Clients** link.

5. The **Install Clients** page will appear in the browser. In the Call Center Applications: list, click on the ipView Client link.

6. A new page will appear displaying an ipView Client button . Click on the web link to download *ip***View.**

7. Click on the **Install** *ip***View** button.

8. A dialog will appear from which you can select to either **Run this program from its current location** or **Save this program to disk**. The default option is **Save this program to disk.** Click on **OK**.

9. Several progress bars appear as the installation routine prepares itself. Presently the **Nortel Networks** ***ip*****View SoftBoard** language selection dialog appears. Select the language you wish to install from the menu, and then click **OK**.

   Note: for UK English select US English. You will be asked which version of English you wish to install later.

   Note: for Latin American Spanish select Spanish Traditional Sort. You will be asked which version of Spanish you wish to install later.

10. The ***ip*****View** Splash Screen and the Welcome screens appear.

11. If you chose English or Spanish as your Language, the **Language Dialect Selection** dialog appears. For any other language, skip this step and move to step 12.

    If you chose US English you will now be given the choice of UK English or US English. If you chose Spanish Traditional Sort you will now be given the choice of Spanish Traditional Sort or Latin American Spanish.

    Select the language you wish to use and then click **Next**.

12. The **Skillset Name** dialog appears. You can have multiple version of **Nortel Networks** ***ip*****View SoftBoard** active on a single desktop, each of which willdisplay the statsistics for a particular Skillset. A multi-Skillset Agent who logs in to 3 Skillsets could have 3 copies of **Nortel Networks** ***ip*****View SoftBoard** installed on his machine. This dialog is asking for the name of the Skillset it is to display statistics from. For all Skillsets enter 'System'. Enter the name of the Skillset and then click **Next**.

    Note: Nortel Networks Reporting for Call Center must be configured to with send the statistics from the appropriate Skillset in order for this version of **Nortel Networks** ***ip*****View SoftBoard** to display them.

13. The **Port Number** dialog appears. Unless you are running several copies of **Nortel Networks** ***ip*****View SoftBoard** on the same Agent desktop, you can leave this at the default of 3500.

    For multiple instances of **Nortel Networks** ***ip*****View SoftBoard** on **a single desktop**, you must use a different port number for each copy of **Nortel Networks** ***ip*****View SoftBoard.** Use 3500 for the first installation of **Nortel Networks** ***ip*****View SoftBoard,** 3501 for the second, 3502 for the third and so on. You can re-use these numbers on another Agent desktop, but the Port numbers used on a single desktop must be different from one another.

Note: Nortel Networks Reporting for Call Center must be configured with the appropriate port for each installation of **Nortel Networks *ip*View SoftBoard.**

Enter the Port number (or accept the default of 3500) and click Next.

14. The **Choose Destination Location** window appears.

15. Click **Next** to accept the default location. To change the folder location, click **Browse**, choose another folder location and then click **Next**.

16. When the installation routine has finished, the **Setup Complete** window appears.

Using ipView 4

Configuring Nortel Networks Reporting for Call Center to operate with *ip***View** is exactly the same as configuring Nortel Networks Reporting for Call Center to operate with a hardware wallboard. (See the *Nortel Networks Reporting for Call Center Set Up and Operation Guide*, Chapter 6: Wallboards).

Starting the ipView SoftBoard

Double-click on the *ip***View** icon on the PC desktop. A typical desktop icon is shown here.

In this example, the *ip***View** SoftBoard was installed to display information from the Development Skillset. Your desktop icon will show the name of the Skillset you installed *ip***View** SoftBoard for.

The *ip***View** window will appear. The first time you start *ip***View** it will open in its default view, which is the Short View (Diagram 1), but there will be no parameters or stats until ipView has received some data from Nortel Networks Reporting for Call Center or another ipView SoftBoard that is echoing to yours.

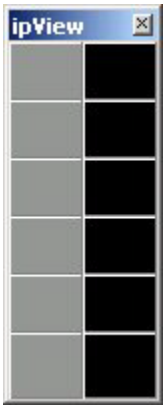

Diagram 1: *ip***View** First Time Start Up

!	Note that each time you start *ip***View** the parameter values will be blank until *ip***View** has received some data from Nortel Networks Reporting for Call Center or another *ip***View** SoftBoard which is echoing to yours. (For a description of echoing, see page 26.)

If the IP address of your copy of *ip***View** has been configured in the Wallboards Tab of the Nortel Networks Reporting for Call Center Configuration, and the Nortel Networks Reporting for Call Center application is operational, presently *ip***View** will start to display information.

The information it receives will depend on what has been configured by the System Manager of the Nortel Networks Reporting for Call Center application. A typical *ip***View** display is shown in Diagram 2.

Short View

When you first start to use *ip***View**, the parameters will be displayed as two-letter abbreviations known as Short View.

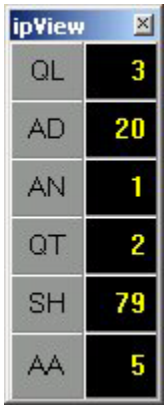

Diagram 2: Typical *ip***View** Display.

To better understand what the abbreviations represent, point to one of the abbreviations and you will see a tool tip. See Diagram 3.

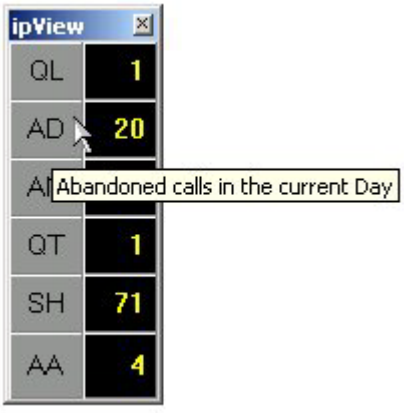

Diagram 3: Short View With a Tool Tip

If the System Manager of the Nortel Networks Reporting for Call Center has set a threshold for any of the parameters being displayed on your copy of *ip***View** and one of those parameters exceeds that threshold, the parameter value will be displayed in blinking red.

In Diagram 4, a call has waited in the Queue for a period of time in excess of the threshold set by the System Manager.

The Parameter is said to be in the alarm state.

If the System Manager has configured it, there may be an associated audible alert.

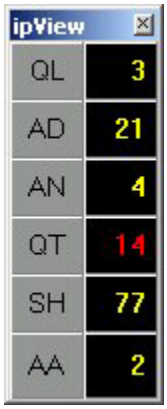

Diagram 4: Short View with a Parameter value in Alarm.

Long View

In Long View the two-letter abbreviations for the parameters are replaced by longer descriptions. When you first start to use *ip***View** you may find it convenient to use the Long View until you become familiar with the parameters that are being sent to you from the Nortel Networks Reporting for Call Center.

To select Long View, right-click in the *ip***View** window and a small menu will appear. See Diagram 5.

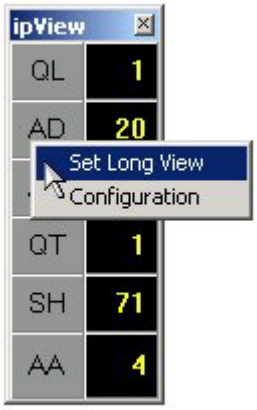

Diagram 5: The Right-Click Menu, `Set Long View` highlighted.

The first option is **Set Long View**. Selecting this will cause *ip***View** to adjust its view to the Long View. See Diagram 6, below.

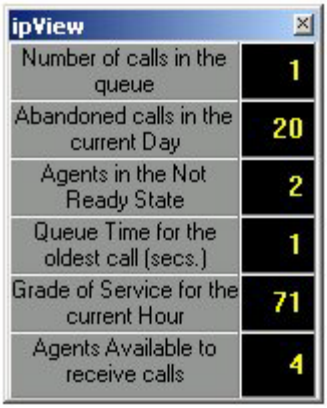

Diagram 6: Long View.

In Diagram 6, the abbreviations have been replaced by longer titles that describe the exact nature of the value that is being displayed.

Parameter values in alarm are displayed the same in Long View and Short View. See Diagram 7.

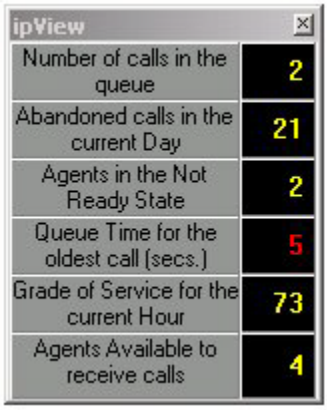

Diagram 7: Long View with a Parameter value in Alarm

Message View

If Nortel Networks Reporting for Call Center sends a message to the *ip***View** SoftBoard it is displayed in the Message View window. See Diagram 8. (Message View windows will appear whether *ip***View** is currently in Short View or Long View.)

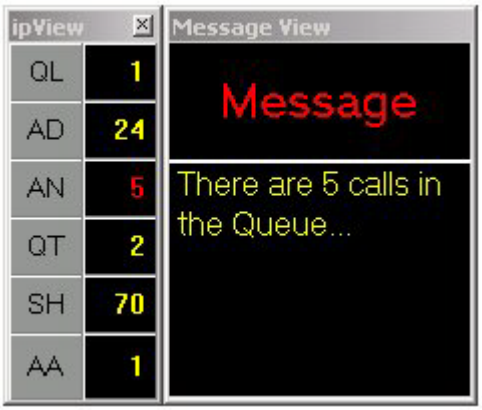

Diagram 8: Short View with a Message View window.

Messages are sent from the Nortel Networks Reporting for Call Center when:

- A parameter goes into the alarm state and has a message associated with it
- At the time a message has been scheduled to be sent
- The System Manager or Skillset Supervisor sends a message manually

Messages will be displayed in the Message View window.

The Message View window will close automatically when the message has been displayed for a short period.

Parameter View

The Parameter View window will be activated by clicking on one of the parameter values (not the abbreviation or description). This will display the chosen parameter value in a large font so that an important parameter can be more easily monitored by a busy Agent. They need only glance at *ip***View** to see the important parameter's current value.

Diagram 9 shows the Parameter View window with *ip***View** in Long View. (The Parameter View window can be activated in either Long View or Short View.)

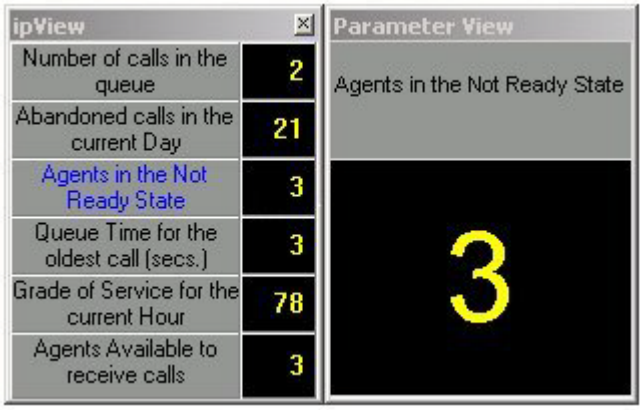

Diagram 9: Parameter View window in Long View.

To close the Parameter View window, click once more on the selected parameter value.

You do not have to close the Parameter View to change the displayed parameter. To display a different parameter within the Parameter View window, click on the new parameter value.

!	Note that when you open the Parameter View window it will remain blank until the selected parameter value is updated.

History View

The History View window will be activated by clicking on one of the parameter abbreviations or descriptions.

This will display a histogram representing the chosen parameter showing a column representing the minimum and maximum values for each minute, for up to 15 minutes.

This allows the Agent to see the current trend for a selected parameter.

As each minute passes, a new column will be added to the right end of the graph representing the minute which most recently expired. Previous columns will move to the left to make room for the new column.

Diagram 10 shows History View graph with *ip***View** in Short View. (The History View window can be activated in either Long View or Short View.)

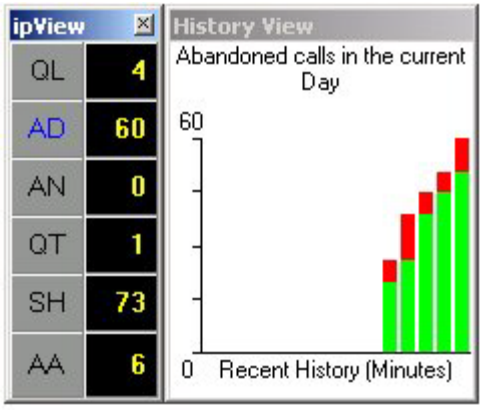

Diagram 10: History View with *ip***View** in the Short View.

To close the History View window, click once more on the selected parameter abbreviation or description.

You do not have to close the History View to change the displayed parameter trend. To display a different parameter trend within the History View window click on the new parameter abbreviation or description.

Summary View

When the Nortel Networks Reporting for Call Center application sends a summary to the wallboards, it sends the daily and hourly totals for the following parameters:

- Incoming Calls
- Outgoing Calls
- Abandoned Calls
- Grade of Service

When a summary is received by *ip***View**, it stores the hourly values so that when subsequent summaries are displayed by *ip***View** it can show a series of four graphs showing the trend of the daily values of each of these parameters in turn.

Diagram 11 shows a montage of the various graphs that are displayed. (Only one graph is displayed at a time. After a short duration the displayed graph is replaced by the next one.)

The Summary View window will display whenever a summary is received from the Nortel Networks Reporting for Call Center application, whether *ip***View** is in Long View or Short View.

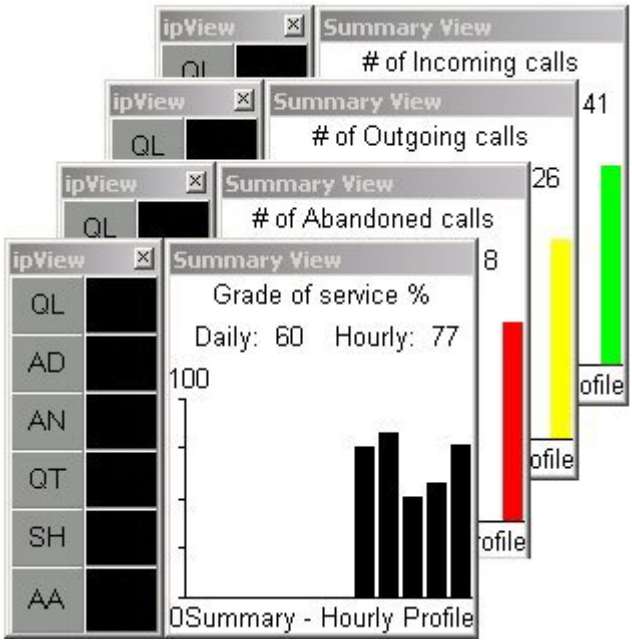

Diagram 11: Montage of Summary Graphs with *ip***View** in Short View.

Once the final graph has been displayed for a short period the Summary View will close automatically.

!	Note that the parameter values are removed for the duration of the summary. They will be re-displayed when the summary completes.

Tooltray Icon

When *ip***View** is running, a small *ip***View** icon is placed in the tooltray at the bottom right hand corner of the PC desktop, as shown in Diagram 12.

Diagram 12: Typical Tooltray with the *ip***View** icon next to the digital clock.

Right-clicking the mouse on the *ip***View** tooltray icon will cause the menu shown in Diagram 13 to appear.

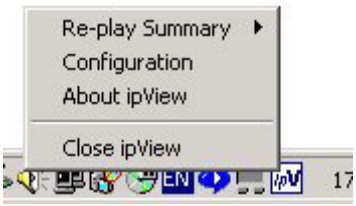

Diagram 13: Tooltray Menu.

Re-play Summary

Selecting this option causes the Re-play Summary sub-menu to appear, as shown in Diagram 14.

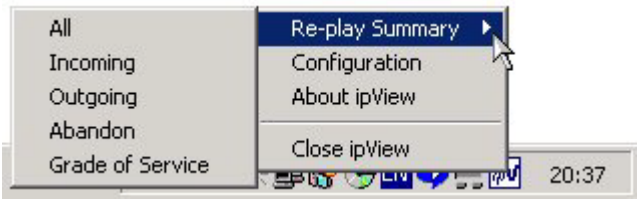

Diagram 14: Re-play Summary sub-menu.

These options allow you to re-play the most recently received summary. You can choose to view **All** of the graphs again, or just select to re-play a single graph of interest, either: **Incoming, Outgoing, Abandoned** or **Grade of Service**.

Configuration

Selecting this option allows you to access the *ip***View** Configuration Property Pages. Configuration is described in the section Configuring *ip***View**, on Page 21 .

About ipView

Selecting this option causes the dialog shown in Diagram 15 to appear. The details of your version of *ip***View** may differ slightly than those shown here.

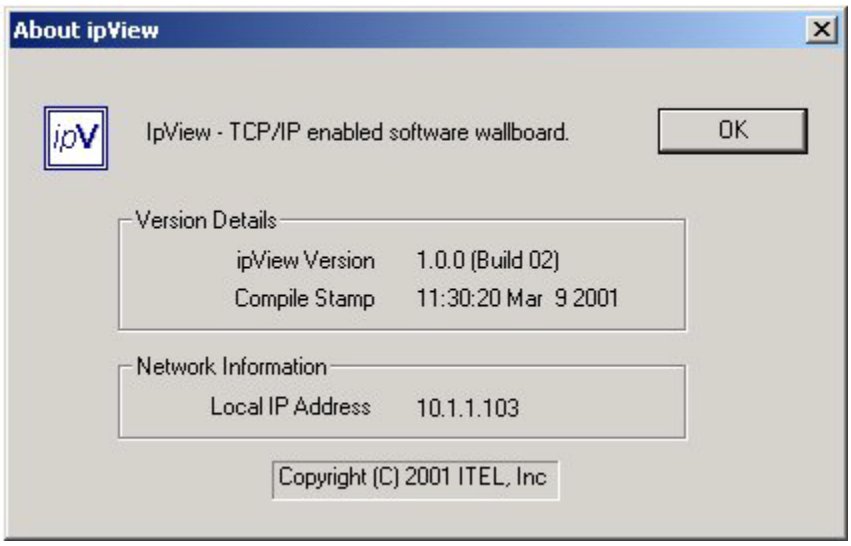

Diagram 15: *ip***View** About Box

!	The *ip***View** About box provides a simple and quick way of discovering your IP Address.

Close ipView

Selecting this option starts the shut-down process, in exactly the same fashion as if the button top-right on the *ip***View** window had been clicked.

Shutting Down ipView

To shut down *ip***View**, left-click with the mouse on the button top-right in the *ip***View** window, as shown in Diagram 16.

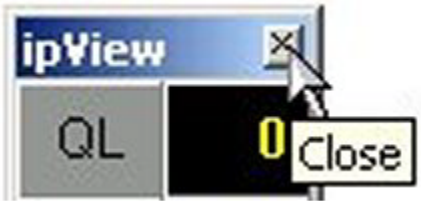

Diagram 16: *ip***View** Close Button.

You will be presented with a small dialog box asking you to confirm that you wish to close down your copy of *ip***View**, as shown below in Diagram 17.

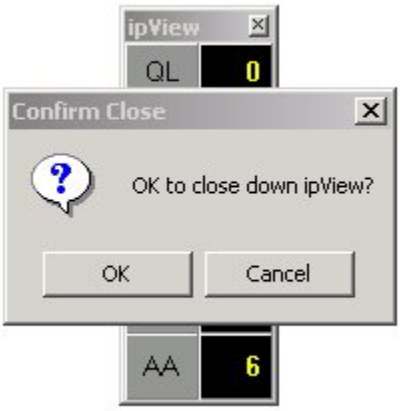

Diagram 17: Confirm Close dialog.

Click on **OK** to close *ip***View**, or click on **Cancel** to leave *ip***View** running.

Configuring ipView

Introduction

Many of the properties of *ip***View** can be changed or customized, and *ip***View** will remember the settings and will use them the next time it is started.

The settings and options are all located within the *ip***View** Configuration Property Pages.

Accessing the Configuration Property Pages

To access the Configuration Property Pages, right-click in the *ip***View** window and a small menu will appear. See Diagram 18.

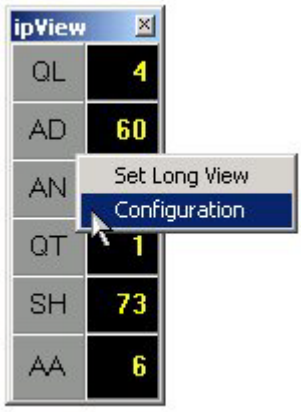

Diagram 18: The Right-Click Menu, **Configuration** highlighted.

The second option is **Configuration**. Selecting this will cause the *ip***View** Configuration Property Pages to appear. (See Diagram 19.) There are three tabs within the *ip***View** Configuration Property Pages. The options are grouped together under these headings:

- View
- Graphing
- Echoing

View Tab

The View Tab groups together options which relate to the appearance and position of ipView on the PC desktop. The View Tab is shown below in Diagram 19.

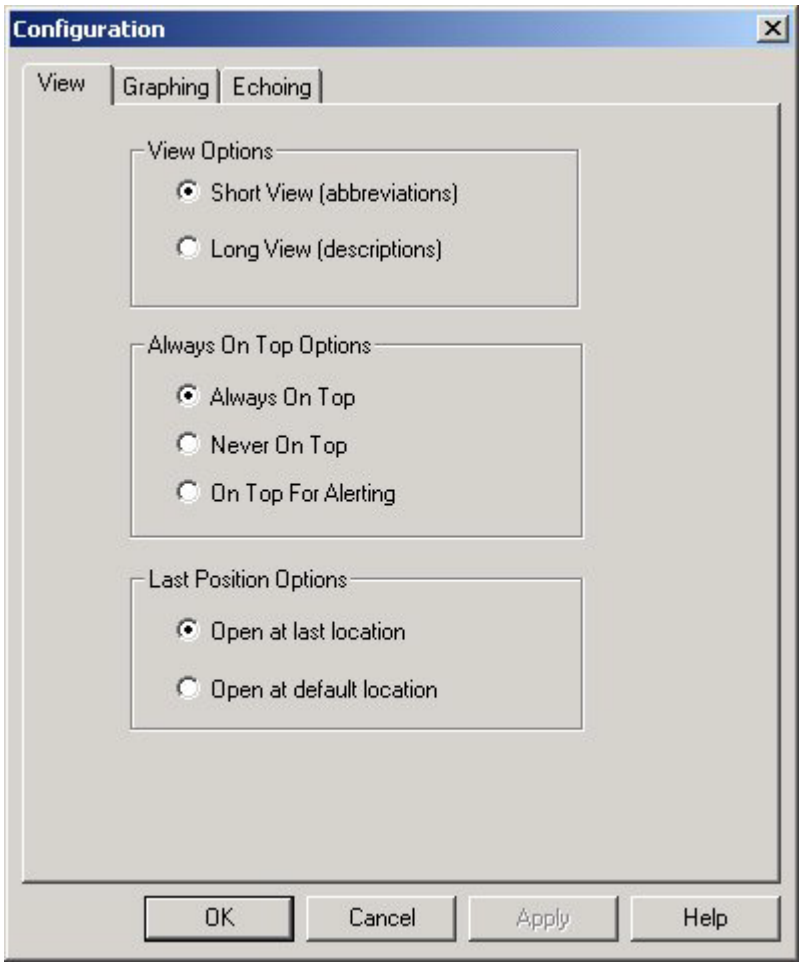

Diagram 19: Configuration – View Tab.

View Options

*ip***View** can be viewed either in Short View or Long View.

In Short View abbreviations are used to display the parameter identity and in Long View more complete text descriptions are used to display the parameter identity.

Most users start by using Long View for a few days until they get to know which parameters are being sent to them. Then they change to Short View, as this takes up less screen area.

You can choose which view you prefer *ip***View** to start up in each time *ip***View** is launched.

To have *ip***View** start up in the Short View, click the **Short View** option radio button.
To have *ip***View** start up in the Long View, click the **Long View** option radio button.

Always On Top Options

When you have several programs running on your desktop their windows will overlap so that only a portion of some windows will be visible, because other windows are 'in front' or 'on top' of them.

Some smaller programs may be completely obscured by other larger windows.

The way in which *ip***View** positions itself with respect to the windows of other programs can be specified. The options are:

Always On Top

The *ip***View** window is always visible, it stays 'in front' of all other application windows, even when the other applications are the currently active window.

This allows you to be using a full-screen application and still see the *ip***View** window.

Never On Top

The *ip***View** window is only visible when there are no other applications or windows opened 'on top' or 'in front' of it.

On Top For Alerting

This option behaves like the Never On Top option, except that if *ip***View** receives either a text message or a summary, or a parameter goes into the Alarm state, the *ip***View** window will move to the front so that you can see it.

Using any of the windows of the other applications causes them to move in front of the *ip***View** window once again.

Last Position Options

*ip***View** can be configured to start up at either its default location (top-right on the desktop) or the screen position at which *ip***View** was previously closed down.

To have *ip***View** start up at its last screen location, click the **Open at last location** option radio button.

To have *ip***View** start up in the default location, click the **Open at default location** option radio button.

Graphing Tab

The Graphing Tab groups together options which relate to *ip***View**s graphs and sounds. The Graphing Tab is shown below, in Diagram 20.

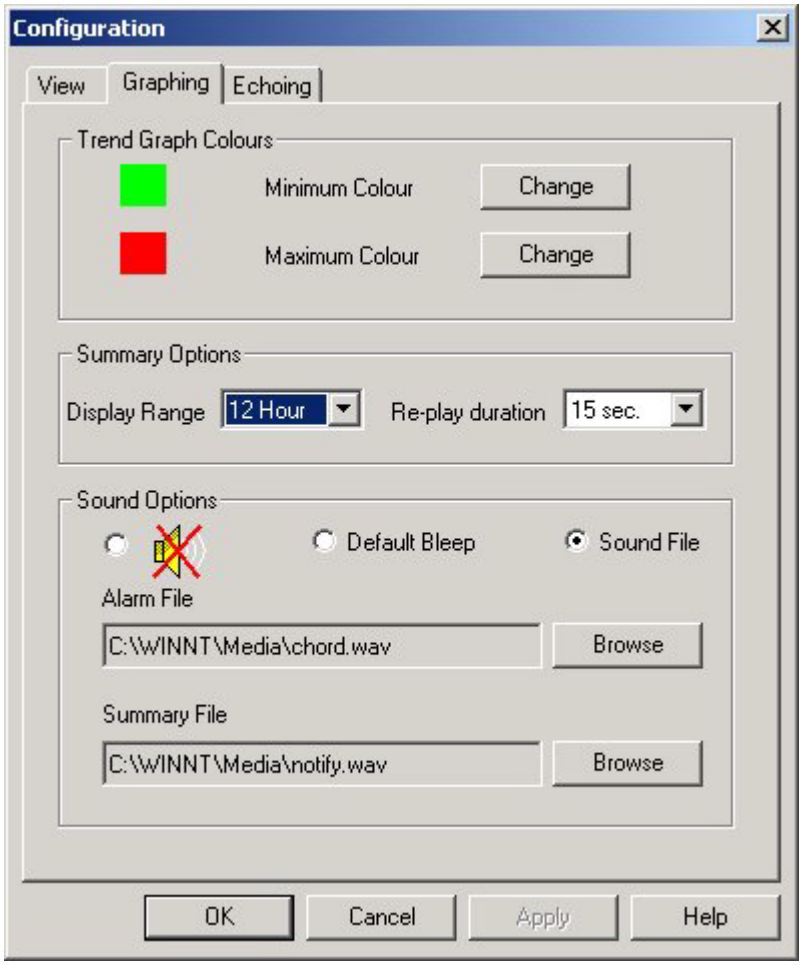

Diagram 20: Configuration – Graphing Tab.

Trend Graph Colours

The colours used in the History View trend graph for the Maximum and Minimum portions of the histograms can be defined.

The colours currently being used are displayed.

To specify the colour used for the Minimum portion of the trend graph columns, click on the **Change** button beside the Minimum Colour option.

To specify the colour used for the Maximum portion of the trend graph columns, click on the **Change** button beside the Maximum Colour option.

Summary Options

Display Range

Summaries can be configured to show the previous 12 hours or the previous 24 hours.
Select either **12 Hour** or **24 Hour** from the **Display Range** drop-list.

Re-play Duration
The most recent summary can be replayed by right-clicking on the *ip***View** icon in the tooltray, and selecting the **Re-play Summary** option.

When you select **Re-play All**, the Incoming, Outgoing, Abandoned and Grade of Service summaries are displayed in turn.

You can specify the period each of these summaries is displayed for by selecting **10 sec, 15 sec, 20 sec, 25 sec** or **30 sec** from the **Re-play Duration** drop-down list.

Sound Options

When a parameter enters an alarm state or a Summary is received *ip***View** will provide an audible alert.

!	Note that this is dependant on the System Manager specifying in the Configuration of the Nortel Networks Reporting for Call Center application that your SoftBoard should receive audible alerts.

The audible alert can be configured to be a simple default bleep or a sound file (.WAV) can be specified. Different (or the same) sound files can be played for Alarm alerts and Summary alerts.

The audible alert can also be turned off. To turn off the audible alert, click the radio button beside the crossed speaker icon.

To specify whether to play the default bleep or a sound file click on either the **Default Bleep** option radio button or the **Sound File** option radio button.

!	Note that the way your PC reacts to the default bleep depends on the way your Sounds have been mapped within your PC. For example, Microsoft Themes may re-map your sounds in such a way that the default bleep is inaudible. If you cannot hear the default bleep option, use the Sounds option within Control Panel to map the default system sound to something that is audible on your PC. The sound of the default bleep also depends on whether your PC is fitted with an internal speaker or a ceramic buzzer. On some PCs the default bleep is a click. In these circumstances it is preferable to play a sound file.

If you select the **Sound File** option, the **Alarm File** and **Summary File Browse** buttons become active. They become inactive if the **Default Bleep** option is selected.

When the Sound File option is selected the **Browse** buttons can be used to browse your hard disk to select a sound file (.WAV) that you wish to use as the Alarm or Summary audible alert.

Echoing Tab

The Echoing Tab groups together the options that control the echoing of the received data to other wallboards. The Echoing Tab is shown below, in Diagram 21.

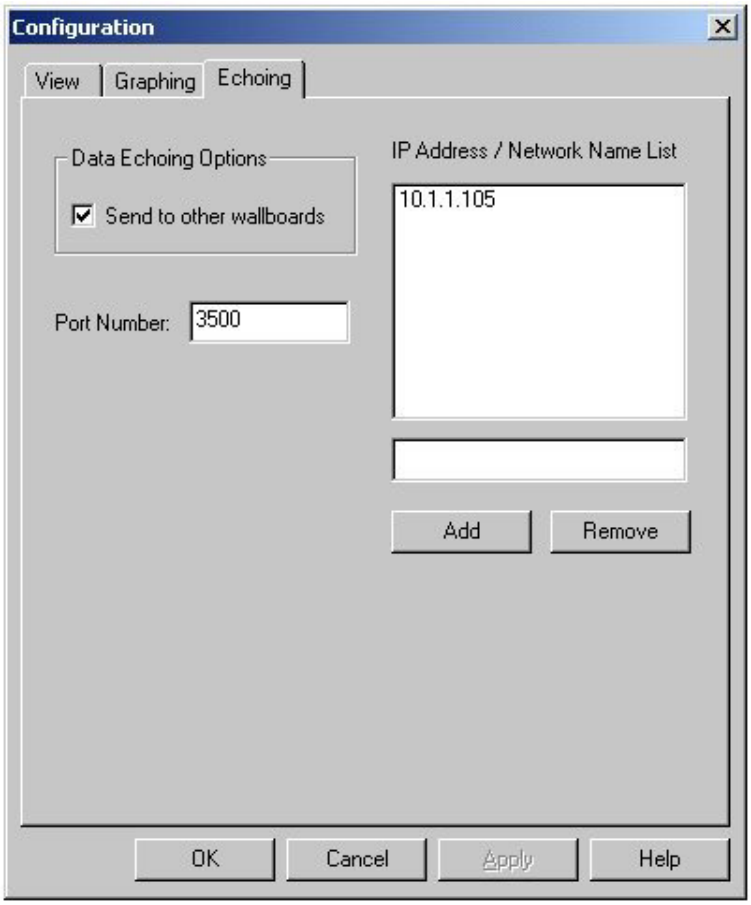

Diagram 21: Configuration – Echoing Tab

Data Echoing Options

The *ip***View** running on one computer can be configured to send any information it receives to other copies of *ip***View** running on other computers, or to *ip***View** physical (hardware) wallboards.

This is called echoing.

There is no limit to the number of copies of *ip***View** (or *ip***View** physical wallboards) that can be echoed to.

To configure *ip***View** to echo to other wallboards, click the **Send to other wallboards** option checkbox, to place a tick in the checkbox. (When this option is checked, the **Data Echoing IP Address List** and its **Add** and **Remove** buttons become active.)

Port Number

You will not normally need to change this value.

This is the Port number *ip***View** will use to listen for incoming data and echo to other wallboards. It may require changing if you wish to address wallboards that are on the other side of a firewall, and your network administrators have decided on a particular range of Port numbers that software must use in order to communicate through the firewall.

If your network administrator advises you to change your Port number to a new value, overtype the old value and click the **Apply** button.

Note that you must close down and restart *ip***View** before the new setting will take effect.

Data Echoing IP Address List

This is used to hold the list of IP addresses or network machine names (PC Names) that you want *ip***View** to echo to.

To add a new entry to the list, type it into the edit field above the **Add** and **Remove** buttons, and then click the **Add** button. To remove an entry from the list, highlight it in the list and then click the **Remove** button.

!	Note that if you want to turn echoing off, you do not need to remove all of the entries from the list. All you have to do is to un-check the **Send to other wallboards** checkbox.

Note that *ip***View** expects the IP Addresses in the Data Echoing IP Address List to remain constant. If they are altered then the Data Echoing IP Address List should be amended to match. This will not happen without manual intervention on a physical Wallboard. However, if the Wallboard being echoed to is an *ip***View** Software wallboard running on a PC that uses DHCP to obtain its IP Address, then the IP Address of the PC could be subject to change. DHCP enabled PCs usually receive the same IP Address each time they re-boot. However, if the PC has been turned off for a period in excess of the IP Address lease time for your network and the IP Address has been allocated to another PC, then it will receive a new IP Address.

It is recommended that you use the network machine name instead of the IP Address of PCs that are using DHCP to obtain their IP Addresses.

!	If the IP Address of a physical Wallboard or an ipView Software Wallboard changes, the Data Echoing IP Address List must be updated to reflect the new IP Address of the Wallboard device.

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